



U.S. Department of Transportation
National Highway Traffic Safety
Administration

NHTSA
People Saving People
www.nhtsa.dot.gov

What a Difference Five Years Made!

1994–Present

Improved the Agency's Productivity and Effectiveness, Strengthened Internal and External Relationships and Modernized the Agency Infrastructure

Goal 8: Improve NHTSA's internal processes, management, and structure to create a more effective and efficient agency that is better able to pursue its mission.
In 1994, NHTSA began moving in the direction of becoming a more performance based agency, and re-engineered the process by which the agency achieves its mission.



**Continuous
Improvement**

Improved Productivity and Effectiveness

NHTSA staff adapted to the ideals of continuous improvement – doing more with less – expanding the use of performance measures – analyzing and redesigning agency processes– and developing and implementing an organizational structure that fosters improved efficiency, greater delegation of authority and enhanced customer service.

Key Achievements

- Streamlined procurement and correspondence review
- Condensed the agency rulemaking process.

Strengthening Internal and External Relationships

Reduced layers of management – created teamwork – improved internal communications.
The agency is adapting to the ONE DOT Management Strategy within the department. NHTSA is integrating its efforts with other modes. A prime example of ONE DOT in action is the department-wide adoption of NHTSA's Buckle Up America campaign.

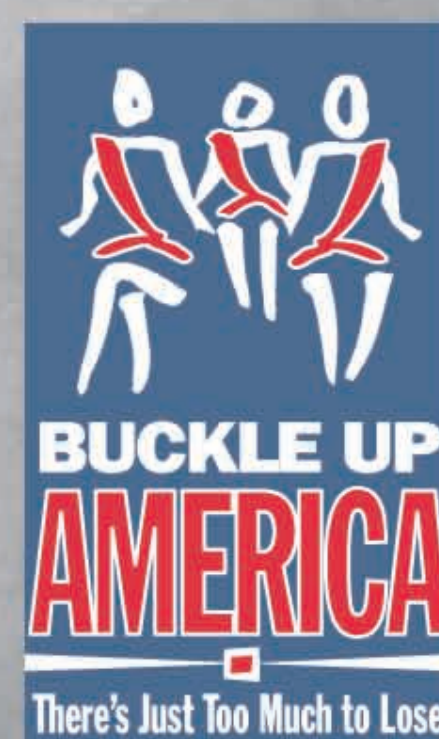
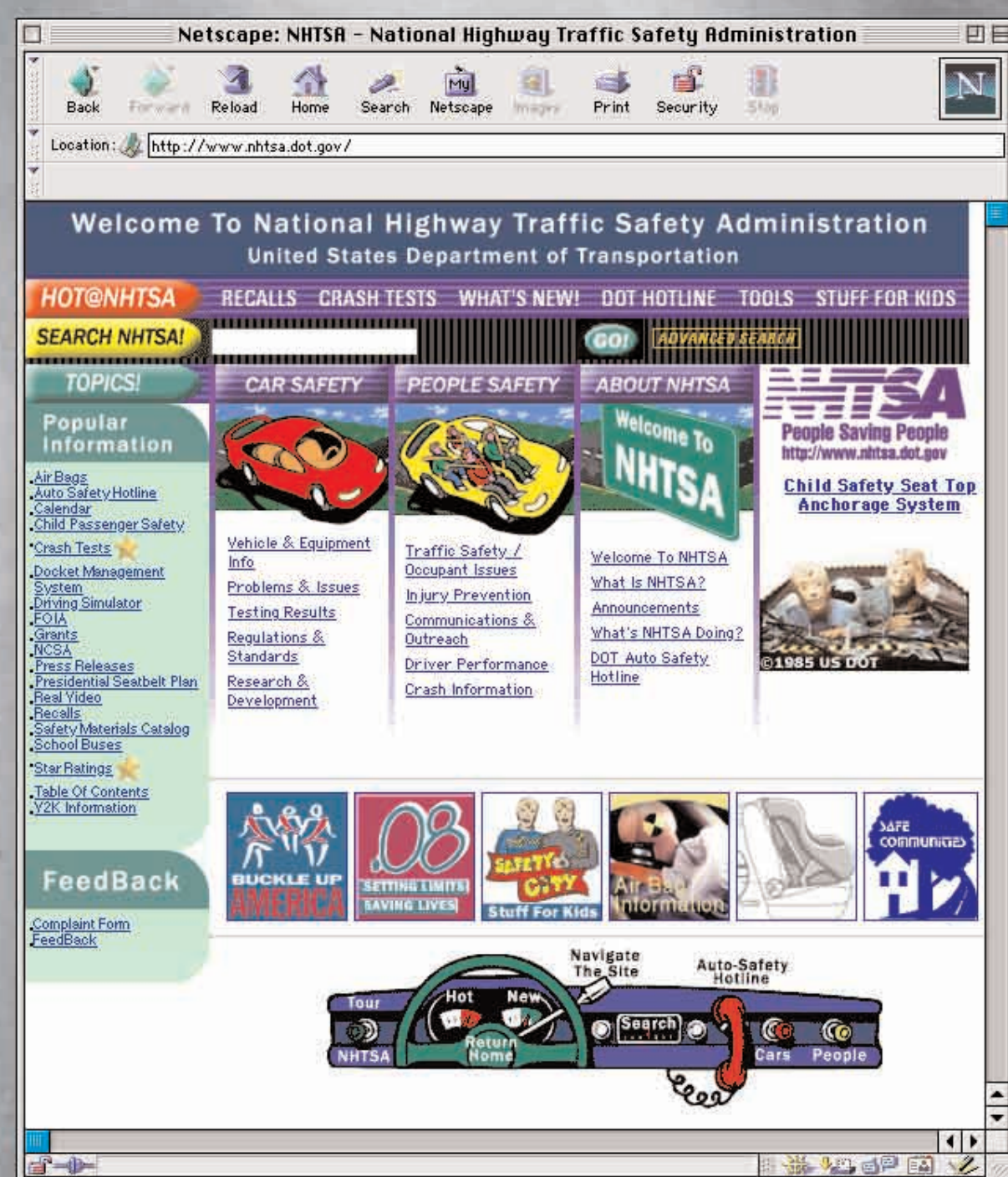
NHTSA has developed a broader constituency – establishing partnerships with states and communities, safety advocates, and the business, health and medical community to address behavioral and vehicle safety problems.

- The agency received the Hammer Award for implementing the Network of Employers for Traffic Safety (NETS) program – an excellent example of a successful public/private sector partnership.
- The agency has been cultivating new relationships with non-traditional organizations such as the National Council of La Raza, National Association for the Advancement of Colored People and the Organization of Chinese Americans.

NHTSA has positioned itself more to serving its customers–the public. NHTSA has done–and is continuing to do–a remarkable job of reaching the general public.

Today, about five years later, parents are more aware than ever of the risk motor vehicles pose to their children. Families and communities are beginning to recognize the impact of crashes and that crashes aren't accidents – they are predictable and preventable.

NHTSA has successfully put a human face on motor vehicle crashes. With the assistance of the agency's constituents in Congress, government and the private sector, NHTSA is successfully and aggressively getting out the message on the significance of highway safety.



NETS
Network Of Employers
For Traffic Safety

CRASHES
aren't
~~Accidents~~



Modernizing the Agency Infrastructure

The agency has vastly improved its computer systems over the past five years.

Our data is readily available to our customers on the agency's exemplary Web Site.

The staff is able to communicate with each other, as well as outside partners via e-mail. Telecommuting is available.

The staff of the agency has easy accessibility to agency-wide information and programs with Webster–the agency's Intranet service.

As an example of NHTSA's esteemed standing in the Information Technology (IT) community, the NHTSA Internet Web site was named "One of the Ten Best Fed Web Sites" in the country.

NHTSA's staff now has access to the latest technology in multimedia – allowing NHTSA program offices to prepare and present state-of-the-art presentations that enhance NHTSA's efforts in promoting its critical highway safety messages.

Over the past five years, the outstanding employees of NHTSA have prepared the agency to step into the new millennium. It is because of the dedicated staff that NHTSA is now positioned to meet the challenges of the 21st century.



"Team work is the heart of any successful operation. When we set our goals in the Strategic Plan back in 1994, we built in a foundation that empowered the NHTSA employee and sparked individual creativity and innovation. The resulting accomplishments of working as a team over the past half decade have been nothing short of magnificent. Everyone at NHTSA should feel we are moving forward. Because we are. Each one of you should feel very proud of your individual contributions to the overall momentum that is making highways safer for us all. We are, after all, people saving people. It's what we do – and what all of you do so well."

Robert F. Hart

Congratulations and Thank You to All Members of the NHTSA Family for a Job Well Done!

Robert F. Hart, Rose A. Manning, William H. Wines, Ken Weinstein, Rae Tyson, Ray Owens, Frank J. ...